

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:
CENTRE: LOCKERBIE MANOR DATES: 13/14/15th Feb 23
NAME OF ACCOMMODATION: POD VILLAGE 1

Please score on the following basis if not making any comment:
1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

SECTION 1: Pre Arrival

Did you find the brochure accurate and informative? 2

How could we improve our website, www.manoradventure.com?
.....

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 3

Operations (Rooming, outdoor pursuit programmes, support)? 3

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 3

Room Allocation: 2 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 1

Were there any accommodation problems? SOME CHILDREN WERE A LITTLE COLD IN THE NIGHT AS THE HEATER DIDNT DO ENOUGH

Standard of cleanliness / tidiness? (teacher & pupil) VERY GOOD!

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? VERY GOOD. MAYBE ADD MORE THAN ONE PUDDING CHOICE-EG NOT A LOT OF PEOPLE EAT RICE PUDDING

Was there enough to eat? PORTIONS WERE GREAT

Was the food served promptly? VERY PROMPTLY

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments? FOOD WAS ALL LOVELY. EVERYONE LOVED THE FILLED BAGUETTES & SOUP

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 3 Professional: 3

Which Instructors were motivating / clear / enthusiastic?

NICK (BLIND TRAIL, GROUP 9, TUESDAY) WAS GOOD TALKING & INTERACTING WITH THE KIDS. CHRIS WAS GOOD.

- OTHER STAFF DIDNT SEEM MOTIVATED OR ENGAGED WITH THE CHILDREN

How do you rate the outdoor pursuits?
GOOD OVERALL - SLOW 5 MINUTES OF CLIMBING AND AN HOUR STANDING WATCHING. COULD HAVE HAD THE SECOND WALL OPEN

- OVERALL JUST VERY SLOW PACED.
How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? BLIND TRAIL, ARCHERY

Are there any new outdoor pursuits you would like Manor Adventure to offer?

Do you have any suggestions on how we could improve our product or outdoor pursuits?
MAKE INDOOR ACTIVITY SPACES - SUCH AS ARCHERY - SO THEY AREN'T ALL WEATHER DEPENDENT.

SECTION 6: Overall Assessment

ORIENTEERING

Which aspect of your stay was most enjoyed? ...FOOD, ~~BLIND TRAIL~~, BLIND TRAIL, ZIP WIRE

Which aspect of your stay was least enjoyed? ...KAYAKING & CANOEING - TOO LONG IN THE COLD FIRST. THING MAYBE NOT 2 WATER ACTIVITIES ONE AFTER THE OTHER WHEN ITS COLD.

*THIS IS STATED IN OPS PACK WHEN CHOOSING ACTIVITIES

How do you rate the overall product on a value for money basis? ...2

Will you be considering a further visit with Manor Adventure? ...VERY LIKELY THAT WE WOULD RETURN!

Have you any further general comments which you feel would be useful to us?

DURING CLIMBING ~~ONE~~ THE INSTRUCTOR FOR GROUP 9 SAID: AS ONE OF THE GIRLS WAS GOING ON "I'LL SAVE YOU BOYS YOUR HANDS AND I'LL DO THIS ONE" - PROBABLY MEANT NOTHING BY IT BUT SHOULDN'T HAVE BEEN SAID IN FRONT OF A YOUNG GIRL [LAST ONE AND RELATED TO COLD HANDS DUE TO THE WEATHER]

Where did you hear of Manor Adventure? ...ONLINE

What were the reasons for choosing Manor Adventure? ...LOCATION & OFFERING

Which centre did you visit last year? ...N/A

What other visits does your school organise?

SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: Name:

Address: Address:

manor adventure

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COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure

We hope you have enjoyed your visit with us



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France